**FIG. 3**

This block diagram shows a central "CPU" connected to several peripheral components. A "COMMUNICATION INTERFACE" block (340) is connected to the CPU via a double-headed arrow. A "SCANNER" (302) and a "PRINTER" (301) are also connected to the CPU. A "DATABASE" (310) is connected to the CPU via a double-headed arrow. An "ACCOUNTING SYSTEM" (330) is connected to the CPU via a double-headed arrow.

FIG. 2B

A diagram of a computer workstation. It features a monitor (210) and a keyboard (211) connected by a cable. The monitor has a small circular logo on its front.

FIG. 2A

A diagram of a telephone handset (110), which includes a speakerphone and a keypad.

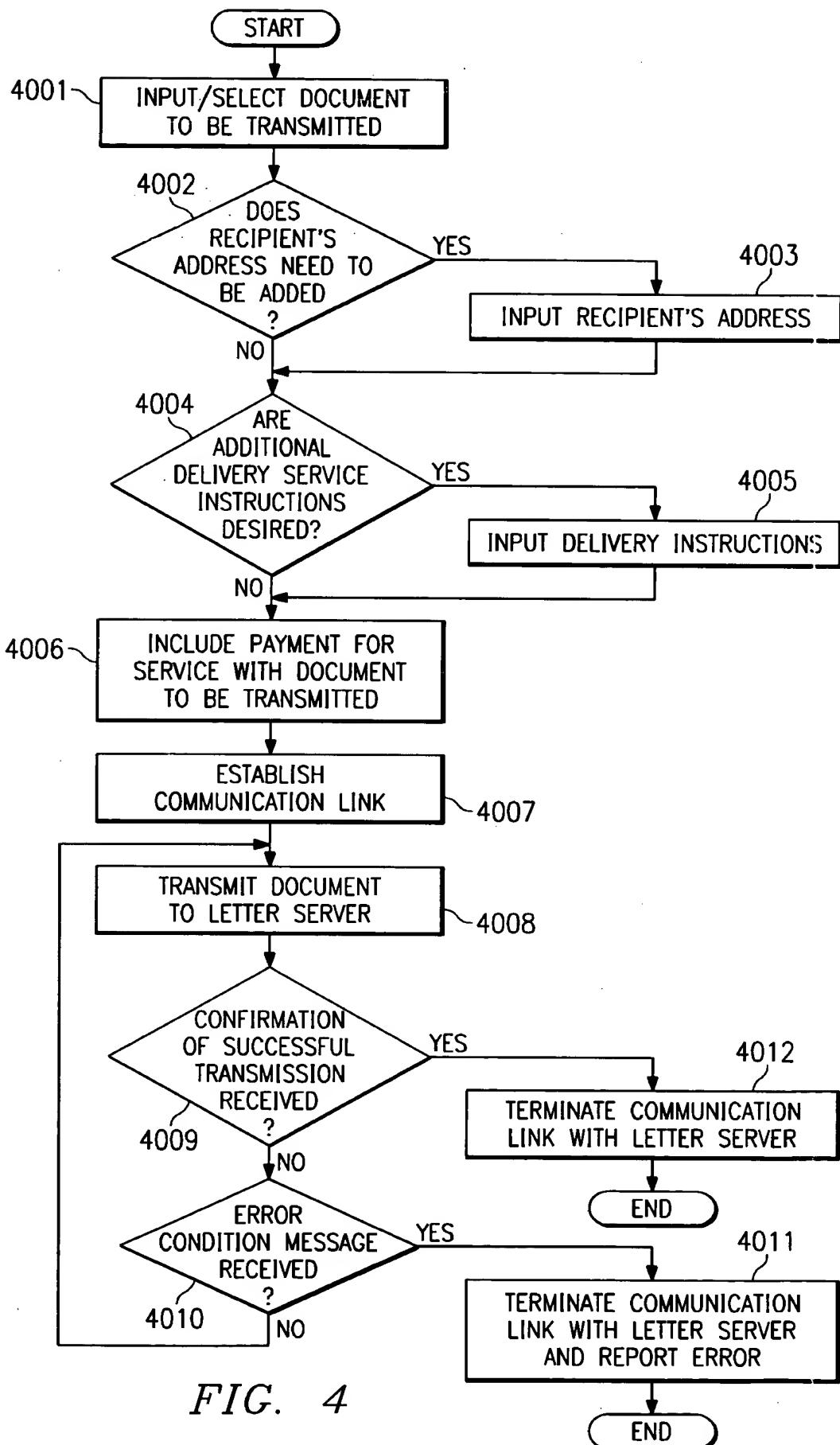
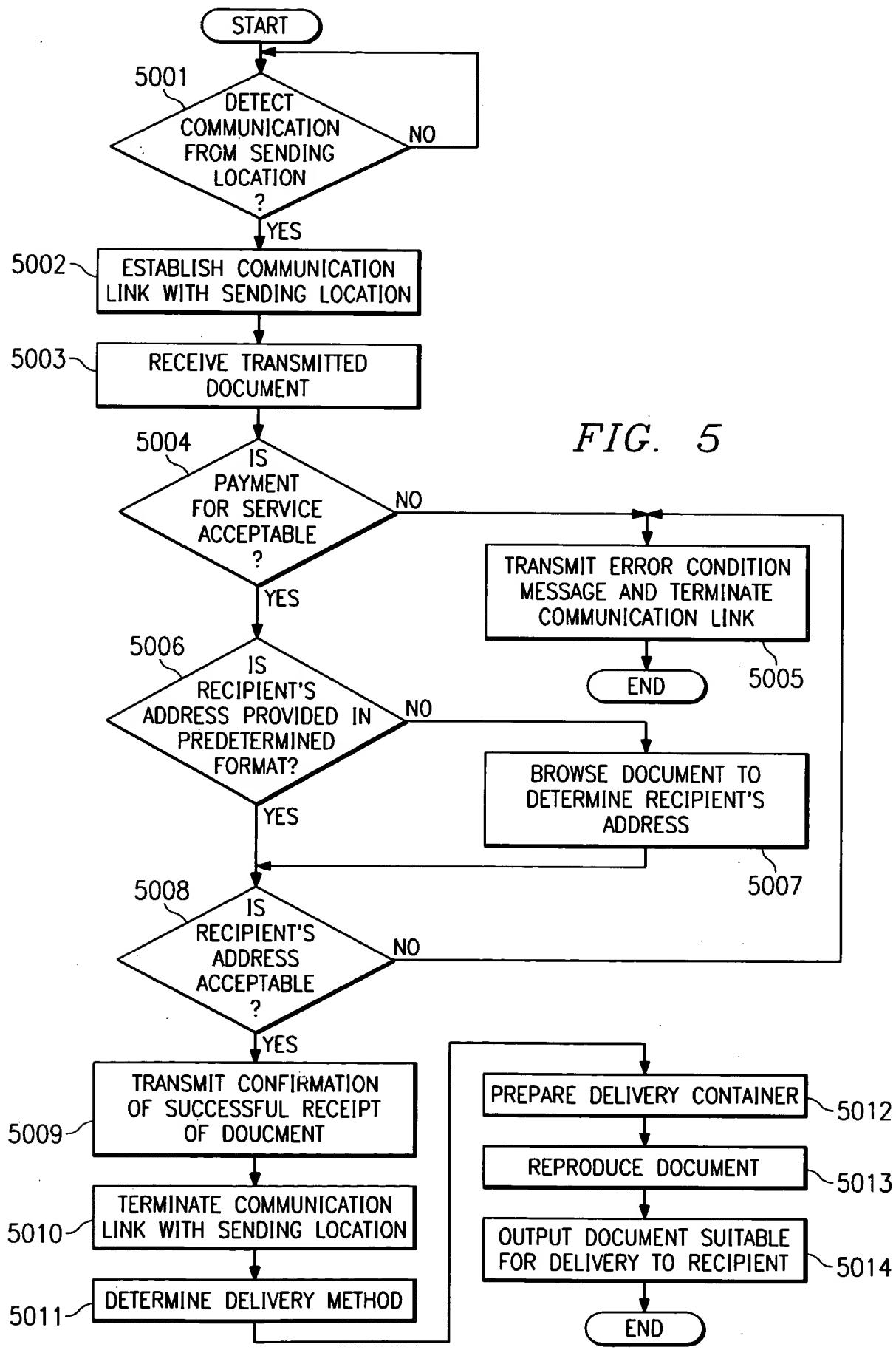


FIG. 4

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